



DEPARTMENT OF VETERANS AFFAIRS
Regional Office, Fort Snelling
1 Federal Drive
St. Paul, MN 55111-4050

July 12, 1999

REGIONAL LOAN CENTER MEMORANDUM NO. 99-18

TO: ALL LENDERS

SUBJ: VA LOAN GUARANTY ELIGIBILITY CENTERS

1. In an effort to improve service to veterans and lenders while reducing Government expenses, the Department of Veterans Affairs (VA) has established two regional centers for processing and determining a veteran's entitlement to VA Loan Guaranty Benefits. The regional Eligibility Centers are located in Winston-Salem, North Carolina, and Los Angeles, California. Effective immediately, all VA Forms 26-1880, Request for Determination of Eligibility and Available Loan Guaranty Entitlement, must be submitted to Los Angeles.
2. Generally, all Eligibility requests submitted by veterans and lenders located in the western United States should be sent to the Los Angeles Eligibility Center. VA Regional Offices, including the St. Paul Regional Loan Center (RLC), will no longer have the personnel or resources to routinely process eligibility requests. Therefore, eligibility requests received in the St. Paul office will be forwarded to the Los Angeles Eligibility Center.
3. Pertinent data for the Los Angeles Eligibility Center is provided below:

Mailing Address: Department of Veterans Affairs
Los Angeles Eligibility Center (344/263)
P O Box 240097
Los Angeles, CA 90024

Courier Delivery Address: Department of Veterans Affairs
Los Angeles Eligibility Center (344/263)
11000 Wilshire Blvd. - 3rd Floor
Los Angeles, CA 90024

Automated Status Phone Number: (310) 235-6912
(24 Hours)

Toll Free Telephone Number: 1-888-487-1970
(8:30 a.m. - 3:30 p.m. Pacific Time)

4. It is anticipated eligibility determinations will be processed and returned by the Eligibility Centers within 10 days of receipt of the request. The Eligibility Centers have requested that the U.S. Postal Service or courier delivery service be used to transmit eligibility requests. However, when a loan closing is scheduled within seven (7) days or less, or in other emergency situations, FAX requests may be submitted or the requester may call the Eligibility Center to request expedited processing. To be equitable to all veterans and lenders, FAX submissions and expedited processing requests should be used very infrequently. The FAX number for the Los Angeles Eligibility Center is (310) 235-7011.
5. As a result of the development of the Eligibility Centers and reallocation of resources, the St. Paul RLC will not be able to process eligibility requests on a routine basis. With a little foresight at the time the veteran completes the loan application, lenders can obtain and submit the request for the Certificate of Eligibility to the Los Angeles Eligibility Center thereby eliminating undue hardships for themselves, veterans, and VA.
6. Lenders are reminded that a new updated Certificate of Eligibility (COE) is not necessary nor required if the veteran's COE indicates sufficient available remaining entitlement for the anticipated loan.
7. We appreciate your assistance and compliance with VA's organizational changes. Through our mutual efforts we feel veterans will receive the benefits and improved service they justly deserve.

/s/D. F. MUNRO
D. F. MUNRO
Loan Guaranty Officer